



Code: 0654

Family: Information Technology

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Information Technology

CLASS TITLE: TELECOMMUNICATIONS SPECIALIST – PER AGREEMENT

CHARACTERISTICS OF THE CLASS

Under supervision, maintains client server connectivity, and performs related duties as required

ESSENTIAL DUTIES

- Performs minor programming changes to Centrex phone sets
- Troubleshoots minor problems with Centrex phone lines or voice mail boxes
- Creates work orders for new lines of service, disconnections or relocations of existing lines of service
- Maintains inventory in city-wide Telecom Inventory Database
- Resets equipment to reconnect users after power and network outages
- Makes general repairs on hardware
- Installs and maintains systems (e.g., teleprocessing, backup) and personal computers (e.g., loading software, drives, Internet cards)
- Configures personal computers to operate on a network
- Sets up Internet, City Intranet, and E-mail accounts
- Tracks operating problems and prepares reports of problem areas and action taken
- Recommends systems modifications (e.g., software updates, patches)
- Prepares technical reports on systems status for management
- Responds to troubleshooting requests from the help desk to assist users with software and hardware problems (e.g., routers, modems, switches, multiplexes, related teleprocessing equipment)

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with an Associate's Degree in Computer Science or a directly related field; **or** 60 credit hours in Electronics Technology; **or** certification as a network equipment technician by CISCO, BAY, or other comparable certifying corporations; **or** two years of experience installing, configuring, and maintaining teleprocessing equipment, or an equivalent combination of education, training, and experience.

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required
- Must have the permanent use of an automobile that is properly insured, including a clause specifically insuring the City of Chicago from accident liability

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Personal computers and peripheral equipment (e.g., desktop computer, laptop computer, hand-held computer, computer terminals, modems, scanner)
- Client/server computer
- LAN/WAN communications network
- Teleprocessing equipment, including network diagnostic equipment and devices

PHYSICAL REQUIREMENTS

- Substantial lifting (up to 50 pounds) is required
- Ability to stand and walk for extended or continuous periods of time
- Ability to quickly bend, stretch, twist, or reach out with one's body, arms, and/or legs
- Ability to move one's hands and arms to grasp or manipulate objects

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Some knowledge of:

- operation and installation of hardware and peripheral equipment
- applicable computer software packages
- practices, and procedures for analyzing and resolving computer-related problems
- network and network operating systems
- computer operating systems
- data security policies and processes
- space management, file back up, and restoration/disaster recovery techniques
- systems communications protocols
- operation and administration of servers and local and wide area network infrastructures and teleprocessing equipment
- Internet protocol addressing schemes

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- **ACTIVE LEARNING** - Understand the implications of new information for both current and future problem-solving and decision-making
- **ACTIVE LISTENING** - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- **CRITICAL THINKING** - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- **EQUIPMENT MAINTENANCE** - Perform routine maintenance on equipment and determine when and what kind of maintenance is needed
- **EQUIPMENT SELECTION** - Determine the kind of tools and equipment needed to do a job
- **INSTALLATION** - Install equipment, machines, wiring, or programs to meet specifications

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- TECHNOLOGY DESIGN – Generate or adapt equipment and technology to serve user needs
- TROUBLESHOOTING - Determine causes of operating errors and decide what to do about it

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- ORGANIZE INFORMATION - Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
July, 2015